

## Floorplans North - Expectations and Terms



### Expectations:

Our aim is to provide services that help you to market your clients' homes more effectively.

We recognize the importance of your reputation to the success of your business, once commissioned we will endeavor to protect and enhance it. You can expect us to be polite, smart and efficient. Where appropriate we make it clear that we are working upon your behalf.

We strive to achieve a 48-hour turn around on work. Where a visit to a property is required, we strive to make the visit within 48 hours, and forward draft copies within a further 48 hours. We expect to deal with amendments and other enquiries within 24 hours. For exceptional properties, such as those over 500 sq m (5000 sq ft) we may require slightly longer at busy times.

In order to record the detail required for one of our Gold Service floor plans a visit of a typical 3-4 bedroom house will take about 90 minutes. As a much lower level of detail is recorded for our Super-Silver floor plans a visit to a similar property will take about 20-30 minutes.

We prefer to make appointments directly with the owner or resident of the house, so that we can confirm arrangements relating to our work. When making an appointment, we give an estimate of arrival time and time required to complete the work. If our arrival is likely to be delayed by more than 30 minutes then we will attempt to let your client know.

We like to be fair in our charging. We combine mileage allowances for properties in close proximity when visited consecutively, and give discounts on plans of large simple buildings like agricultural barns.

We carry public liability and professional indemnity insurance.

### Terms:

Floorplans North retains ownership and copyright of its work, including this web site. Note also that third party copyright may exist for design elements and software used.

Our service is provided only for the purpose of assisting with marketing of properties for sale unless otherwise stated. No responsibility is accepted for unauthorized use.

Our service is provided as a license for publishing by any means for marketing of a single sale of a single property. For use with further sales of a property a new license will be required. The license is not transferable.

For commercial uses other than marketing associated with property sale, please contact us.

Private usage is permitted providing it is non-commercial and legal. Floorplans North accepts no responsibility for such usage.

Billing for commercial clients is by invoice (normally 30 day payment terms, 1.5% per month thereafter, subject to acceptance) to the commissioning estate agency unless otherwise agreed. Otherwise, payment is expected by cheque or electronic transfer at commencement of instruction, with any balance billed by invoice.

By ordering our services these terms are considered accepted.

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[www.floorplansnorth.co.uk](http://www.floorplansnorth.co.uk)

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